

This Quick Reference Guide outlines the steps required for Third Party Contractors to renew mandatory inductions, obtain site entry certificates, and undertake required training modules within Watercare's Learning System.

Our health and safety induction process

To work at one of our sites, you need to complete a site induction beforehand. There are two ways to do that – check out the options below and choose which is right for you.

Registration for new contractors

If you're a new contractor, you need to create a secure account, click here to access our [Third Party Contractor portal](#). This will enable you to access our Workday Learning system to complete inductions, certificate for site entry and training modules.

[Download a pdf instruction guide.](#)

[Download a one-pager guide for new contractors](#)

HS&W and Site Induction renewals for existing contractors

If you already have an account with us, click here to access our [Workday Learning system](#). If your account is locked, you can reactivate your account within our [Third Party Contractor portal](#).

[Download a pdf instruction guide.](#)

Quick link to Workday Learning

If you already have an active account with us and need to complete your HS&W and Site Inductions – click here [Workday](#)

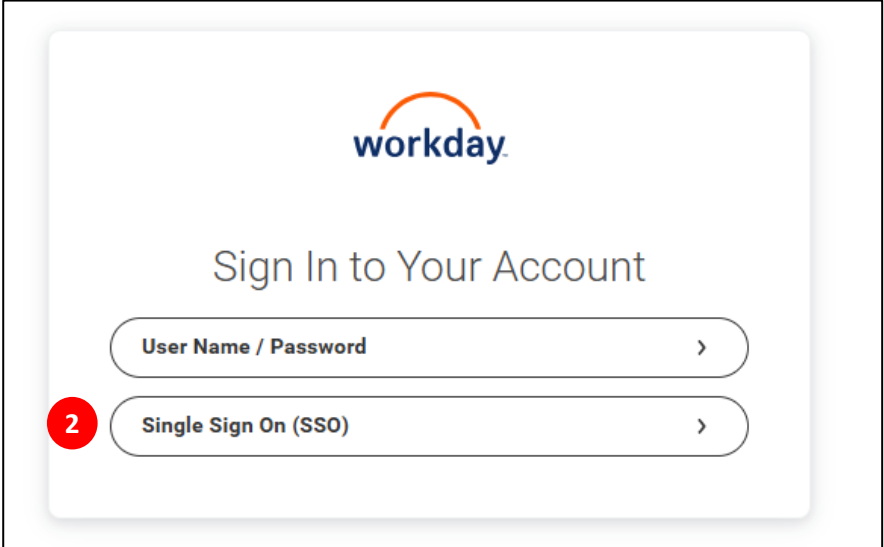
Forgot your username and password, or your account disabled? Check out the troubleshooting options [here](#).

From our [Health, safety and wellbeing for contractors](#) website.

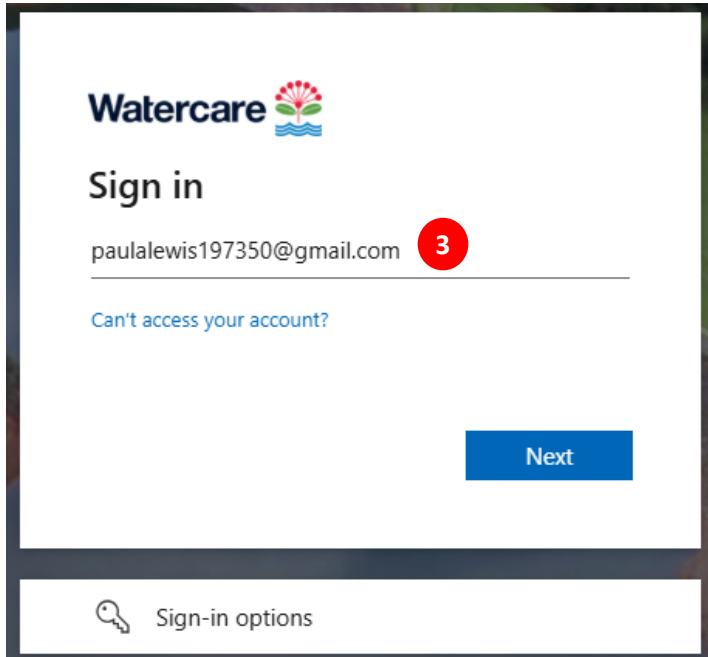
Step 1: Find the HS&W and Site Induction renewals for existing contractors section and select our [Workday Learning](#) system.

Step 2: Select Single Sign On (SSO).

Note: If you have registered with your company email and are accessing Workday within your company environment, you may at this point, gain direct access to Workday [Step 7](#).



The screenshot shows the Workday login interface. At the top is the Workday logo. Below it is the heading 'Sign In to Your Account'. There are two input fields: 'User Name / Password' and 'Single Sign On (SSO)'. A red circle with the number '2' is positioned to the left of the 'Single Sign On (SSO)' field, indicating the step to be taken.



Step 3: Enter the email address you have used for your Watercare account, then select **Next**.

Notes:

[Account Not Found](#) please return to our [Health, safety and wellbeing for contractors](#) website, find the **Registration for new contractors** section.

[Account Locked](#) please go to the troubleshooting section at the end of this document.

[Passkey screens](#) please go to the troubleshooting section at the end of this document.

[Company login](#) if you receive your company branded login screen at this point, please use your company credentials to login and gain access to Workday.

Step 4: Check your email for a **verification code**.

Note: If you cannot see the email, check your spam or junk folder.

**Your Watercare Services
Limited account
verification code**

Watercare Services Limited

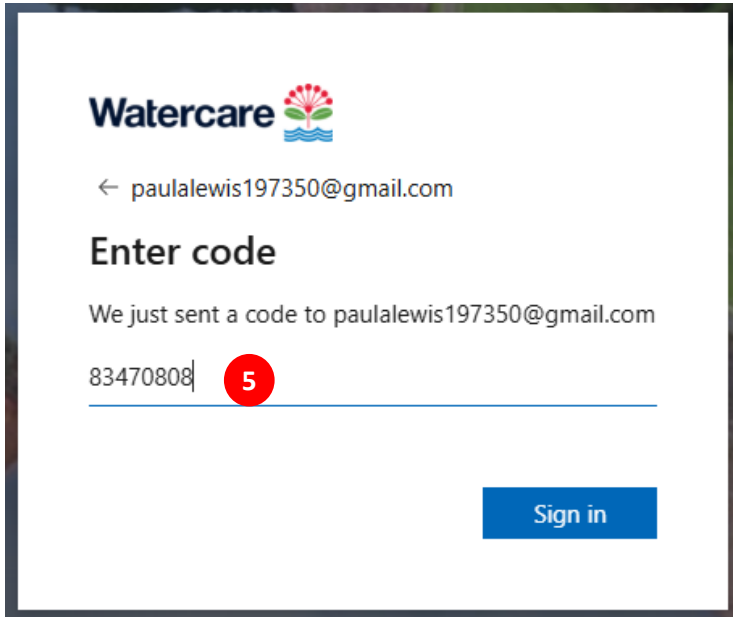
**Account
verification code**

To access Watercare Services Limited's apps and resources, please use the code below for account verification. The code will only work for 30 minutes.

Account verification code:
83470808

If you didn't request a code, you can ignore this email.

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Watercare 

← paulalewis197350@gmail.com

Enter code

We just sent a code to paulalewis197350@gmail.com

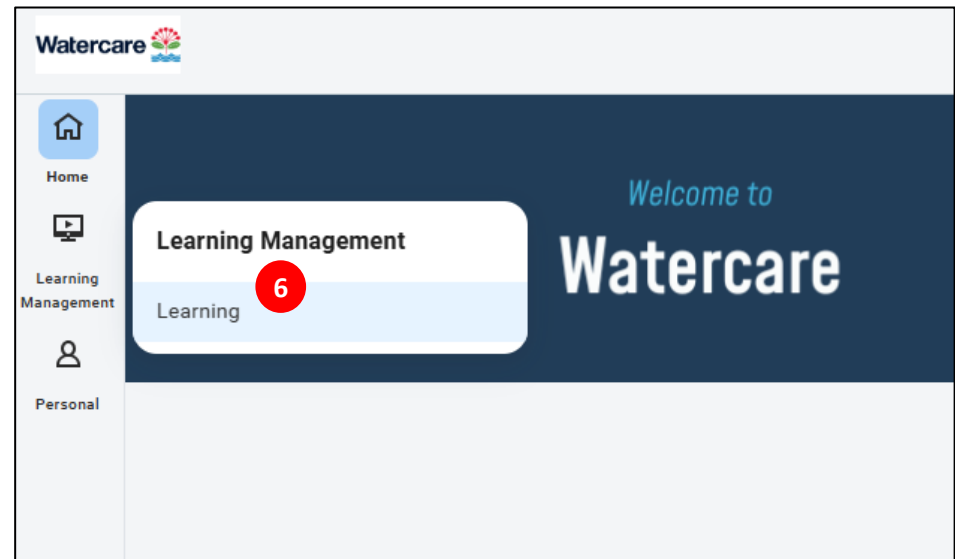
83470808 5

Sign in

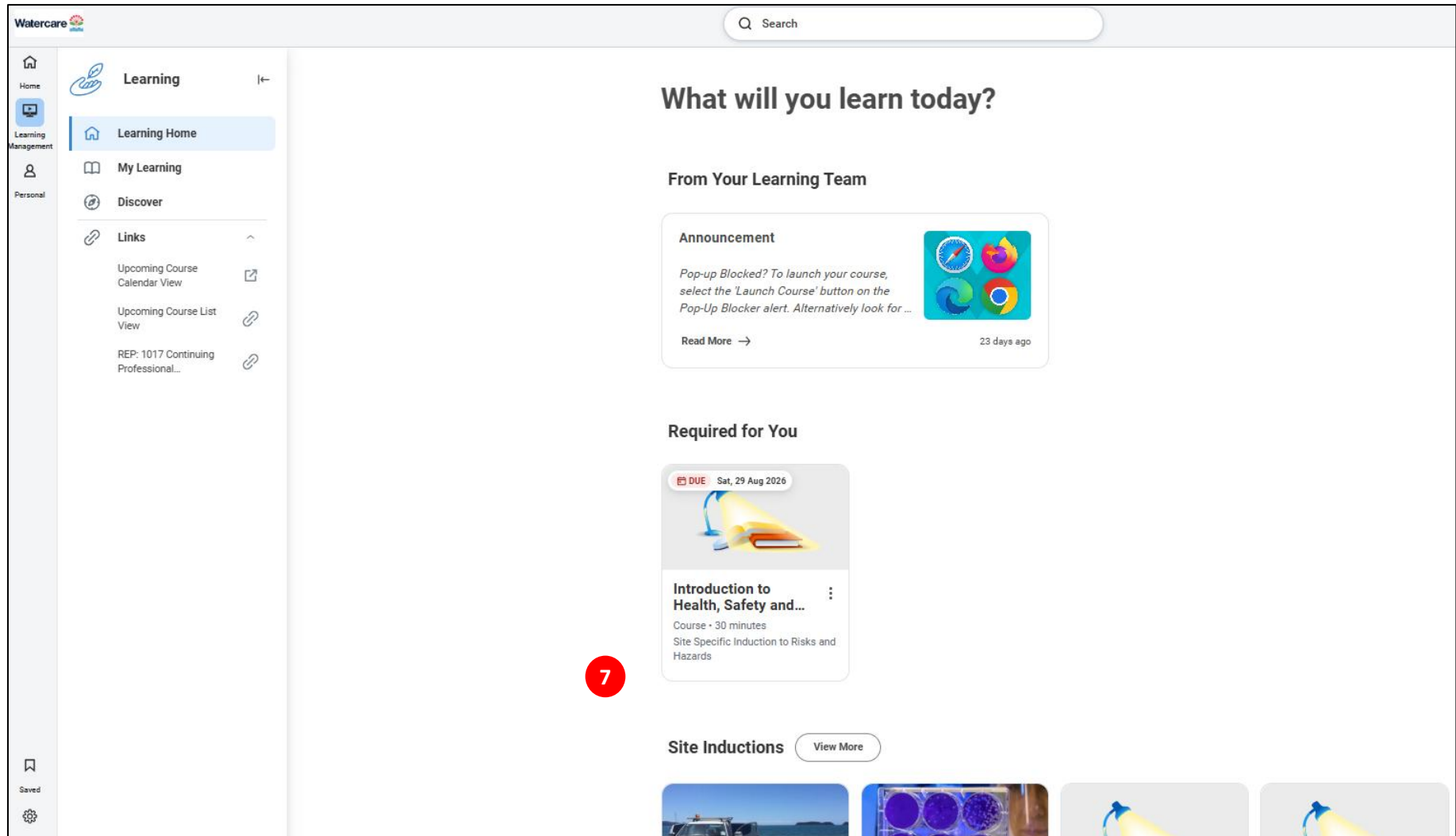
Step 5: Enter the **verification code** and select **Sign in**.

You are now logged into our [Workday Learning](#) system.

Step 6: Select the **Learning Management / Learning** menu option.



Step 7: You can now access the mandatory **HSW eLearning** and **Site Inductions**.



Watercare 

Search

Home

Learning Management

Personal

Learning

Learning Home

My Learning

Discover

Links

Upcoming Course Calendar View

Upcoming Course List View

REP: 1017 Continuing Professional...

What will you learn today?

From Your Learning Team

Announcement

Pop-up Blocked? To launch your course, select the 'Launch Course' button on the Pop-Up Blocker alert. Alternatively look for ...

Read More →

23 days ago

Required for You

DUE Sat, 29 Aug 2026

Introduction to Health, Safety and...

Course - 30 minutes

Site Specific Induction to Risks and Hazards

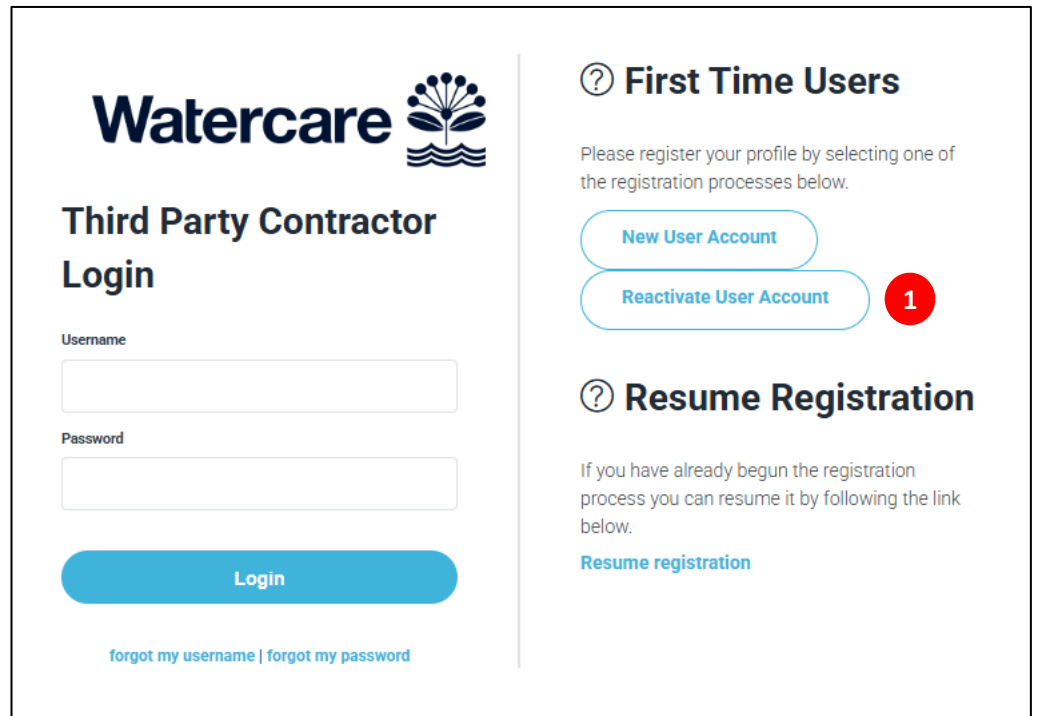
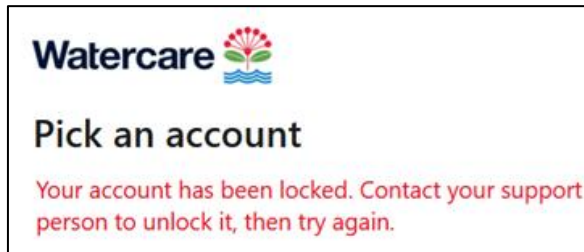
Site Inductions [View More](#)

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Troubleshooting - Account locked

If your account is locked and you have previously registered with Watercare, you may need to reactivate your account within the [Third-Party Contractor](#) portal. Follow the steps below.

Step 1: From within the [Third-Party Contractor](#) portal, select **Reactivate User Account**.

A screenshot of the Watercare Third Party Contractor Login page. The page has a white background with a blue header area. On the left side, there is a large Watercare logo. Below the logo, the text "Third Party Contractor Login" is displayed in a bold, black font. Underneath this, there are two input fields: "Username" and "Password". Below the password field is a blue "Login" button. At the bottom of the login section, there is a link that says "forgot my username | forgot my password". On the right side of the page, there is a section titled "First Time Users" with a question mark icon. Below this title, there is a text prompt: "Please register your profile by selecting one of the registration processes below." Underneath this prompt are two buttons: "New User Account" and "Reactivate User Account". The "Reactivate User Account" button is highlighted with a red circle containing the number "1". Below the "First Time Users" section is another section titled "Resume Registration" with a question mark icon. Below this title, there is a text prompt: "If you have already begun the registration process you can resume it by following the link below." Underneath this prompt is a link that says "Resume registration".

Reactivate User Account

x

Verification

Before you can begin registration you will need to verify your email address.

Email

paulalewis30@yahoo.co.nz

2

Send verification

Step 2: Enter your **Email** address and click **Send verification**.

Note: If you do not have an account with Watercare, you will receive an error **Account not found**. In this instance, please return to our [Health, safety and wellbeing for contractors](#) website, find the **Registration for new contractors** section.

Step 3: Check your email for a **verification code**.

Note: If you cannot see the email, check your spam or junk folder.

your registration verification code

Registration Verification

The verification code for [paulalewis30@yahoo.co.nz](#) is:

3eace3

3

The verification code can be entered below

[Enter verification code here](#)

Reactivate User Account



Verify

Please enter the verification code sent to paulalewis30@yahoo.co.nz

Verification code

bbe938

4

Resend

Submit

Step 4: Enter the **Verification code** and click **Submit**.

Step 4a: You may be required to update your **Organisation**.

Note: Start typing (and select) the **Organisation name that asked you to work for Watercare**.

Request Form

Contracted Organisation Details

Please enter the organisation name you are contracted with by Watercare. If you are delivering services as a subcontractor, Please enter the name of the primary contracted organisation

Organisation*

Q DOWNER NEW ZEALAND LIMITED

Submit

4a

Request Form

Reactivate User Account

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Your account has been activated. It may take up to 5 minutes to take effect.
Please visit the [Health, safety and wellbeing for contractors](#) page for more information.

This session will terminate here.

Previous

Submit

Step 5: Your account has been **Reactivated**, click on **Submit**.

6 Registration Complete

A profile has been created for you - Paula Lewis

If you feel that this is a mistake and you have not gone through the registration process, please contact an administrator immediately.

Your Collaboration Account

An account has been created for you to continue to manage your profile

Your username - paulalewis30@yahoo.co.nz

Login

Step 6: Your account is now active.

Note: Only log in here again if you need to update the details you entered.

Step 7: Return to our [Workday Learning](#) system and continue from Step 2.



Sign In to Your Account

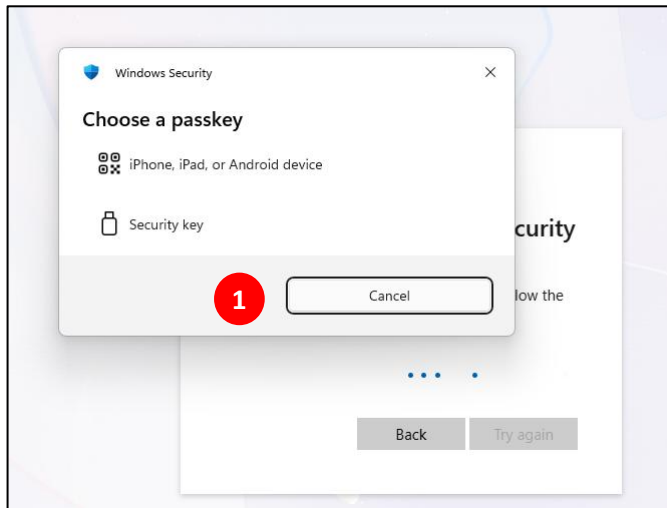
User Name / Password >

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Single Sign On (SSO) >

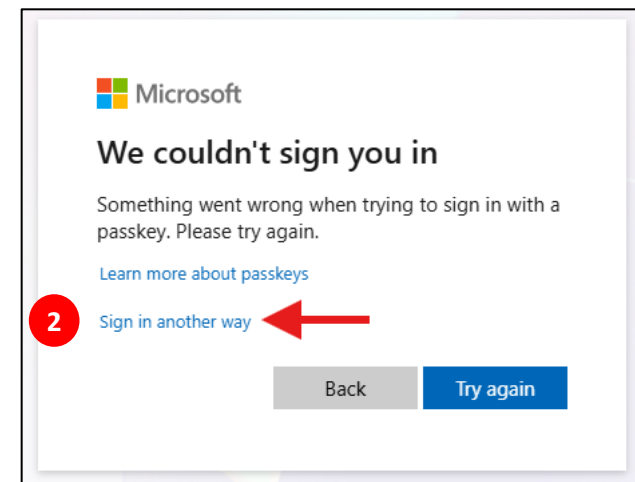
Troubleshooting - Passkey screens

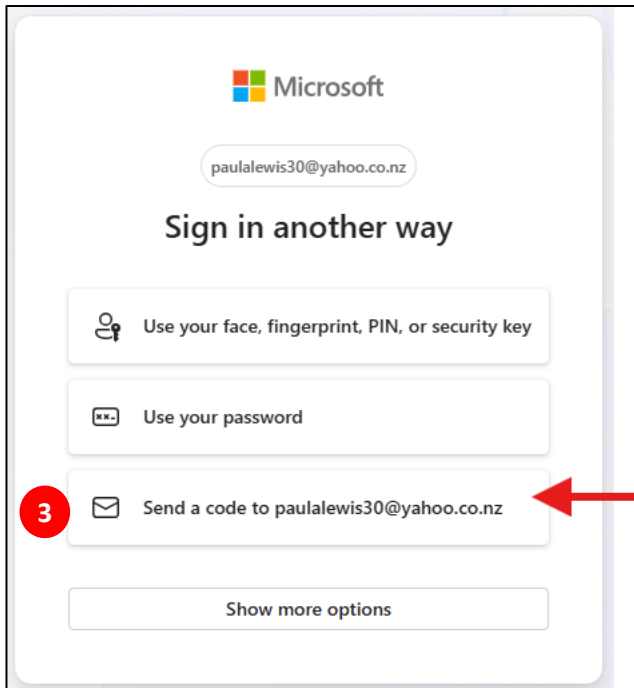
If your email address is linked to a Microsoft account, you may see extra passkey screens at **Step 3**. Follow the steps below.



Step 1: Select Cancel.

Step 2: Select Sign in another way.





Step 3: Select **Send a code to your email address**.

Step 4: Check your email for a **verification code**.

Note: *If you cannot see the email, check your spam or junk folder.*

Your single-use code

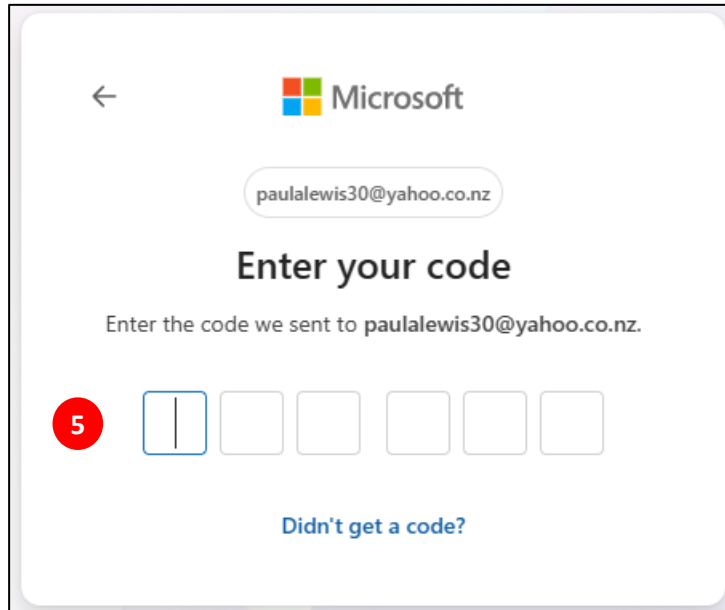
Hi paulalewis30@yahoo.co.nz,

We received your request for a single-use code to use with your Microsoft account.

4

Your single-use code is: 173566

Only enter this code on an official website or app. Don't share it with anyone. We'll never ask for it outside an official platform.



← Microsoft

paulalewis30@yahoo.co.nz

Enter your code

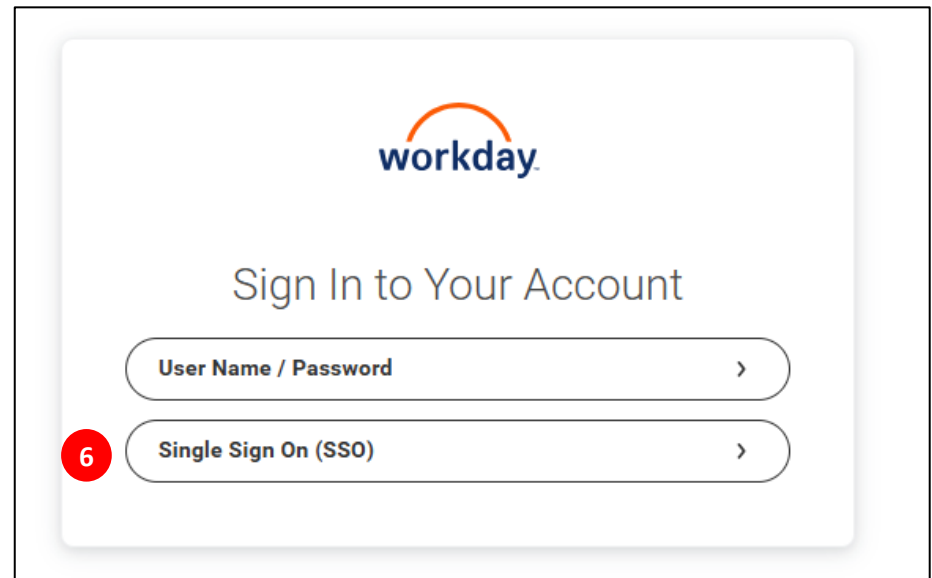
Enter the code we sent to paulalewis30@yahoo.co.nz.

5

[Didn't get a code?](#)

Step 5: Enter your **code**.

Step 6: Return to our [Workday Learning](#) system and continue from [Step 2](#).





Sign In to Your Account

User Name / Password >

6 Single Sign On (SSO) >